

# NEC



## XENMAIL CTI USER'S GUIDE

**NEC Business Solutions Ltd**

Document No.: 8563

Release 1.0, June 2004

THIS PAGE INTENTIONALLY LEFT BLANK

---

---

# Checking New Messages

---

---

New messages are messages that have not been played. The system notifies you when you have new messages.

The system plays all urgent messages first, then all regular messages. It also sorts your messages by sender. If the system does not know who left a message, it says that the message is “from your message box.”

After you listen to the messages from a subscriber, you can reply immediately; you do not have to dial the subscriber’s extension.

## ***To check new messages***

1. Access your mailbox.
2. Enter 4 to check new messages. Follow the system instructions. Enter 1 for Yes, 2 for No.

## ***Optional playback features \****

The system manager can set up special options for your mailbox to:

- Play your new messages automatically each time you call the system.
- Provide additional security by always requiring both a personal ID and a security code to play messages.
- Identify you automatically when you are using your assigned extension.
- Tell you how long it will take to play your messages.

*\* One or more of these features may not be available at your site.*

## **SEE ALSO:**

**Modifying a Message on page 5**  
**Cancelling a Message on page 6**  
**Shortcuts on page 16**

---

---

# Leaving a Message

---

---

The system lets you leave voice messages for subscribers, groups, or guests. If you call a subscriber's extension and the call is unanswered, your call is automatically routed to the subscriber's mailbox, where you can leave a message. You can also leave messages directly in a subscriber's mailbox.

If your telephone system uses identified subscriber messaging, the system automatically tags a message from your assigned extension with your name.

If your telephone system does not use identified subscriber messaging or you are calling from another subscriber's extension, you need to identify yourself as a subscriber by entering your personal ID and security code.

## DIRECTORY ASSISTANCE

Your system may use automatic directory assistance, numeric directory assistance, or both, to help callers find subscribers' extension numbers.

Callers with letters on their telephones can use automatic directory assistance, which identifies subscribers by their last names. All callers can use numeric directory assistance, which groups subscribers by department, location, or other categories.

## SPECIAL DELIVERY OPTIONS

When you leave an identified subscriber message, you can mark it with one or more of these special delivery options:

<b>Urgent</b>	The message is played first, before regular messages.
<b>Private</b>	The message cannot be redirected.
<b>Return Receipt</b>	The system tells you when a subscriber has heard the message.
<b>Future Delivery</b>	The message is delivered at the time and day you specify.

### ***To leave an identified subscriber message***

1. Call another subscriber. When the subscriber does not answer, the call is forwarded to voice mail.
2. Enter 5 to leave a message.
3. Follow the system instructions. Enter 1 for Yes, 2 for No.

### ***To leave a message directly in a subscriber's mailbox***

1. Access your mailbox.
2. Enter 5 to leave any messages.
3. On the telephone, spell the subscriber's name. Otherwise, enter the extension number.

When spelling a subscriber's last name, use a "wild-card" number (typically 0 or 1) for any letter in the last name you do not know.

4. Enter 2 until you hear the name of the subscriber you want, then enter 1.
5. Record your message at the beep. The message must be at least three seconds long to be delivered.
6. Enter # to start over or \* to stop recording.

---

---

# Leaving a Group Message

---

---

You can leave a message for more than one subscriber by:

- Leaving the message for a message group.
- Adding names to the address list.

A message group is a mailing list of subscribers and/or guests. Your system manager can create message groups or you can create your own message groups.

## ***To leave a group message***

1. Access your mailbox.
2. Enter 5 to leave a message.
3. Spell the group name, or enter the special group ID and group number. Enter 2 until you hear the name of the group you want, then enter 1.
4. After the beep, record your message. The message must be at least 3 seconds long to be delivered.

## ***To leave a message to several subscribers***

1. Leave a message for the first subscriber.
2. Enter \* 6 to stop recording.
3. Follow the system instructions to add a subscriber as a message recipient.
4. Repeat step 3 for each subscriber you want to receive the message.

The system tells you when everyone in a group has received your message. If you do not get this confirmation, you can ask the system who in the group has not yet heard the message.

## ***To find out who has not heard a group message***

1. Start to leave a new message to the group.
2. The system says that some members have not heard your last message. Enter 1 to review the message.
3. Listen to the message or enter 2 to interrupt it.
4. Enter 2 to avoid cancelling the message.
5. Enter 7 to list who has not heard the message. Enter \* to stop the list.

---

---

## Reviewing Messages

---

---

You can review old messages and archived messages by telephone or by computer.

After you have heard a new message, the system saves it for a set amount of time (for example, until midnight).

### **To review messages**

1. Access your mailbox.
2. Enter 6 to review old messages.
3. Follow the system instructions. Enter 1 for Yes, 2 for No.



**Enter \* to skip a message. Enter 3 7 to archive a message.**

---

---

## Redirecting a Message

---

---

The system lets you:

- Redirect a message to another subscriber.
- Record an introduction to the message.
- Use special delivery options.

The system does not let you redirect messages that are designated as private by the original sender, otherwise enter the extension number.

### **To redirect a message**

1. While listening to a message, enter 3 9 to interrupt it.
2. Spell the last name of the subscriber to whom you are redirecting the message.
3. Enter 1 to confirm that you want to redirect the message.

---

---

# Modifying a Message

---

---

Depending on system settings, you can use one or more of these message options after you record a message:

- Modify the message.
- Modify its delivery options.
- Mark it for special delivery.
- Redirect it to others.

## ***To modify a message***

1. Record a message.
2. Enter \* 4 to stop recording.
3. While modifying, you can enter 4 to add to the end of the message, 5 to listen to it, or 6 to rerecord the message.
4. Enter \* when you finish modifying.

## **SEE ALSO:**

**Leaving a Message on page 2**  
**Redirecting a Message on page 4**  
**Cancelling a Message on page 6**

---

---

## Cancelling a Message

---

---

If the recipient has not heard your last message, the system lets you cancel it. You can then record a new message.

### ***To cancel a message***

1. Start to leave another message to the same subscriber.
2. If the subscriber has not yet heard your last message, the system asks if you want to review it.
3. Enter 1 to review it.
4. When you hear the message you want to cancel, enter 5 to cancel it.
5. Enter 1 to confirm the cancellation.

### **SEE ALSO:**

**Modifying a Message on page 5**

---

---

## Archiving a Message

---

---

The system saves old messages for a set time (for example, until midnight). To keep a message for a longer period, you can archive it. The system manager can tell you how long your system saves archived messages.

You can hear your archived messages when you review messages. The only difference between archived messages and old messages is that archived messages are typically saved for a longer period of time.

After you listen to your archived messages, the system gives you the option of archiving the messages again.



***After listening to an archived message, you must enter 3 7 to archive it again or it will be deleted.***

### ***To archive a message***

While listening to a message, enter 3 7 to archive it.



---

---

# Changing Your Greetings

---

---

Callers hear a greeting before they leave a message. Your mailbox can have one of three greetings: standard, busy, or alternate. You can rerecord or switch between greetings only by telephone.

If you want to give your callers the option of activating your pager, add the following message to your greeting: “or press 1 to beep my pager.”

## STANDARD GREETING

The standard greeting plays when your extension is unanswered. A typical standard greeting is: “Hello, this is Pat Green. I am not at my desk right now. Please leave a message.”

## BUSY GREETING

The busy greeting plays when your extension is busy.\* A typical busy greeting is: “Hello, this is Pat Green. I am on the telephone now. Please leave a message.” For callers to hear your busy greeting, you must activate it.

If you do not want to use a separate busy greeting, then record a standard greeting for all situations when you are unavailable. For example: “Hello, this is Pat Green. I am not available at this time. Please leave a message.”

*\* This feature may not be available at your site.*

## ALTERNATE GREETING

The alternate greeting plays for special occasions, such as a vacation. A typical alternate greeting is: “Hello, this is Pat Green. I am out of the office today and will return tomorrow.”

When your alternate greeting is active, the system plays it instead of any of your other greetings.

## SYSTEM-GENERATED GREETINGS

If you do not record greetings in your own voice, the system plays greetings that include your recorded name or your extension. For example:

- For a standard greeting, “Pat Green is not available right now.”
- For a busy greeting, “Extension 1 2 3 is busy.”
- For an alternate greeting, “Pat Green is out today.”

### ***To switch between your standard and alternate greeting***

1. Access your mailbox.
2. Enter 7 4 5 to switch to your other greeting (standard or alternate).

### ***To rerecord your standard, alternate, or busy greeting***

1. Access your mailbox.
2. To rerecord your:
  - standard greeting, enter 7 4 6 1.

- alternate greeting, enter 7 4 7 1.
  - busy greeting, enter 7 4 8 1.
3. Enter \* to stop recording.

***To activate your busy greeting***

1. Access your mailbox.
2. Enter 7 4 8 2 1 8 to hear your busy greeting.
3. Follow the system instructions to activate your busy greeting. Enter 1 for Yes, 2 for No.

---

---

## **Changing Your Security Code**

---

---

Your security code prevents others from using your personal ID to listen to your messages. Change your security code as often as you like. Your security code should be 4 to 10 digits long.

If you forget your security code, call your system manager.

***To change your security code***

1. Access your mailbox.
2. Enter 7 7 4 to change your security code.
3. Follow the system instructions. Enter 1 for Yes, 2 for No.

When you change your mailbox security code, update your TeLANophy™ security code in your user profile.

---

---

# Changing Call Transfer Options

---

---

The voice messaging transfers calls to your extension as a receptionist would. When you are unavailable or on another call, the system takes a message for you. If you will be away for a while, you can turn off call transfer.

Your system manager can use a variety of call transfer options that control how calls are transferred to you.\* Depending on these options, you may hear one or more of the following prompts when you answer a call:

- A beep indicates the call is from a number outside the system, not an internal extension.
- “Call for <your name>.” This response is used if you share an extension with another person.
- “Call from <caller’s name>.” This response means the call is from a subscriber on an internal extension.
- “Call from <caller’s name spoken by the caller>.” This response means that the call is from a number outside the system, or from an internal extension that is not identified as a subscriber.
- “Enter 1 to take the call, or 2 and I’ll take a message.” This response gives you a choice.

Turn on call transfer before transferring your calls to a different telephone number. You can enter up to nine digits for the new telephone number.

## ***To turn call transfer on or off***

1. Access your mailbox.
2. Enter 7 6 4 to turn call transfer on or off.
3. Follow the system instructions. Enter 1 for Yes, 2 for No.

## ***To change the number to which calls are transferred***

1. Access your mailbox.
2. Enter 7 6 4 1 4 to change the number to which your calls are transferred.
3. Follow the system instructions. Enter 1 for Yes, 2 for No.

\* *This feature may not be available at your site.*

---

---

## Changing Call Screening Options

---

---

The system can screen your calls.\* When call screening is turned on, the system asks the caller's name. Then it rings your extension, plays the caller's recorded name, and asks if you want to take the call. If you do not take the call, the system takes a message for you.

If your system manager has set up call screening for your extension, you can turn call screening on and off.

### ***To turn call screening on or off***

1. Access your mailbox.
2. Enter 7 6 4 1 5 to turn call screening on or off.
3. Enter 1 to turn call screening on. Enter 2 to turn it off.

\* *This feature may not be available at your site.*

---

---

## Changing Call Holding Options

---

---

The system can hold a call until your extension is available.\* When call holding is turned on and your extension is busy, the system asks callers if they want to hold until you are available or to leave a message. The system also tells callers how many calls are holding ahead of theirs.

If your system manager has set up call holding for you, you can turn call holding on and off. Your system manager sets the number of calls that the system can hold for you.

### ***To turn call holding on or off***

1. Access your mailbox.
2. Enter 7 6 4 1 6 to turn call holding on or off.
3. Enter 1 to turn call holding on. Enter 2 to turn it off.

\* *This feature may not be available at your site.*

---

---

# Changing Message Delivery Options

---

---

The system can dial up to four different telephone numbers to deliver your messages. You can set a range of minutes, hours, and days that a message delivery telephone number is in effect.

You can tell the system to deliver only urgent messages or to delay any of the delivery numbers. This causes the system to try one delivery number first, then to try others only if necessary.

Entering a pager number may require special dialing characters that are unavailable on a telephone (for example, a semicolon that represents a 3-second pause). Contact your system manager for assistance.

Use the form below to plan your telephone numbers and schedules for message delivery.



**Enter # to insert a 1-second pause where you want the system to pause between digits dialed.**

Fill in your message delivery numbers and schedule.						
	(Number)		(Time)		(End Time)	
WORK PHONE (OR EXTENSION)	<input type="text"/>	FROM	<input type="text"/>	TO	<input type="text"/>	S M T W T F S
HOME PHONE	<input type="text"/>	FROM	<input type="text"/>	TO	<input type="text"/>	S M T W T F S
PAGER PHONE	<input type="text"/>	FROM	<input type="text"/>	TO	<input type="text"/>	S M T W T F S
SPARE PHONE	<input type="text"/>	FROM	<input type="text"/>	TO	<input type="text"/>	S M T W T F S
FAX PHONE	<input type="text"/>	FROM	<input type="text"/>	TO	<input type="text"/>	S M T W T F S

## To change message delivery

1. Access your mailbox.
2. To change your message delivery options for your:
  - work phone, enter 7 6 6 5 4.
  - home phone, enter 7 6 6 5 5.
  - pager, enter 7 6 6 5 6.
  - spare phone, enter 7 6 6 5 7.
  - fax phone, enter 7 6 6 5 8.
3. Enter 1 to turn on delivery for that number or 2 to turn off delivery.
4. Enter 4 to change the telephone number. After you enter a telephone number, enter \* to end the entry.
5. Enter 5 to change the schedule, and then follow the system instructions. Enter 1 for Yes, 2 for No.
6. Enter 6 to change the delivery mode for messages delivered to this number, and then follow the system instructions. Enter 1 for Yes, 2 for No.
7. Enter 7 to change fax notification, and then follow the system instructions. Enter 1 of Yes, 2 for No.
8. Change any remaining message delivery numbers by repeating the procedure.

---

---

# Using Groups

---

---

You can create your own message groups. When you send a message to a group, the message is sent to all members of the group. Each group you create has a number or a name.

There are two types of message groups: private and open. When you create a private group, only you can send messages to it. When you create an open group, other subscribers also can send messages to it.

To confirm that you successfully created a group, you can hear a list of your groups and group members.

## ***To create a group***

1. Access your mailbox.
2. Enter 7 5 4 to create a new group.
3. For numbered groups, enter a 3-digit group number. For named groups, enter the first three letters of the group's name.
4. Record a name for the group. Enter \* when you are finished.
5. Enter 1 to make the group an open group or 2 to make it a private group.
6. Follow the system instructions to add members to the group. You can add them by name or extension number.
7. Enter \* when you are finished adding members.
8. Enter 1 to leave a message for this group now. Otherwise, enter 2.



***Guests do not have extension numbers, so add them to the group by spelling their names or by entering their personal IDs.***

## ***To hear a list of your groups and group members***

1. Access your mailbox.
2. Enter 7 5 6 to list your groups and group members.
3. Follow the system instructions. Enter 1 for Yes, 2 for No.

---

---

# Changing Groups

---

---

You can add and delete members of your message groups.

You can delete any message group that you own, or change the group's number, spelled name, or recorded name.

## ***To add or delete group members***

1. Access your mailbox.
2. Enter 7 5 5 to edit a group.
3. Enter the group name or group number. Enter 2 until you hear the name of the group you want, then enter 1.
4. Enter 4 to add members to a group.

Or enter 5 to delete members from the group.

When deleting group members, enter the first three letters of the person's last name, or enter three wild-card numbers (for example, 1 1 1) to list each group member, then choose the member's name you want to delete. \*

5. To confirm your additions or deletions, enter 1.
6. Enter \* when you are finished adding or deleting members.

## ***To change a group name or number***

1. Access your mailbox.
2. Enter 7 5 5 to change a group name or number.
3. Enter the first three letters of the group name. Or, enter the first three digits of the group number.
4. Enter 1 to confirm, or enter 2 to hear the name of the next group.
5. Enter 7 to change the group name or group number.
6. Follow the system instructions to change the group's recorded name. Enter 1 for Yes, 2 for No.

\* *This feature may not be available at your site.*

---

---

# Changing Your Recorded and Spelled Names

---

---

The system uses your recorded name to identify both you and your messages to other callers. You can change your recorded name only by telephone. If your telephone keypad has letters, you also can spell your name for the system. The system uses your spelled name for the directory. Callers can enter the first letters of your name to locate you in the directory.

You can remove yourself from automatic directory assistance so that callers cannot learn your extension number.

To add or remove your name from automatic directory assistance, enter 1 when asked to change your directory listing status after changing your recorded name.

## ***To change your recorded name***

1. Access your mailbox.
2. Enter 7 7 5 to change your recorded name.
3. Follow the system instructions to record your name. Enter 1 for Yes, 2 for No.

## ***To change your spelled name***

1. Access your mailbox.
2. Enter 7 7 6 to change your spelled name.
3. Follow the system instructions to change your spelled name. Enter 1 for Yes, 2 for No.



# Quick Message Actions

While listening to a message, enter 3 to hear a menu of quick message actions.

After you have learned the quick action numbers, you can enter a number right away to take action. Except as noted, these actions are available for both new and old messages.

After using a quick message action, you can continue with the next part of the conversation or take more action on a message. For example, you can:

- Enter 3 4 to reply to a message, then 3 5 to check the next message.
- Enter 3 9 to redirect a message. After you finish redirecting the message, you can enter 3 4 to reply to the original sender. After you reply, you can enter 3 6 to delete the message.

When you exit the quick message actions, the system saves your message as an old message. The system also saves your message as old when you enter 3 5 to check the next message.

Task	Quick message action
Reply	3 4
Check the next message	3 5
Delete	3 6
Archive	3 7
Hear when the message was sent	3 8
Redirect	3 9
Save as new (new messages only)	3 0
Repeat the message	3 #
Exit quickly	*

## E-MAIL INTEGRATION PACKAGE \*

While listening to an e-mail message, appointment, or task, enter 3 3 to hear a menu of additional options.

Task	Quick message action
Hear who else received the message, appointment, or task	3 3 4
Accept an appointment or task	3 3 5
Decline an appointment or task	3 3 6
Mark a task complete	3 3 7
Exit quickly	*

\* This feature may not be available at your site.

# Shortcuts

Use shortcuts to accelerate your responses to the system.

## VOICE MESSAGING

Enter your personal ID and security code (if required), then enter the following shortcuts to do these tasks.

Task	Shortcut	Task	Shortcut
Check new messages	4	Change your security code	7 7 4
Leave a message	5	Turn call transfer off	7 6 4 2
Review old messages	6	Turn call transfer on	7 6 4 1
Change setup options	7	Change the telephone number for call transfer	7 6 4 1 4
Switch personal greetings	7 4 5	Turn call screening options off	7 6 4 1 5
Change your standard greeting	7 4 6	Add a message group	7 5 4
Change your alternate greeting	7 4 7	Edit a message group	7 5 5
Change your busy greeting	7 4 8	List your message groups	7 5 6
		Change your recorded name	7 7 5

## FAX PACKAGE \*

Enter your personal ID and security code (if required), then enter the following shortcuts to do these tasks.

Task	Shortcut
Edit your fax greeting	7 4 9
Change your fax delivery	7 6 5 8
Deliver all faxes	4 5
Fax a particular e-mail message, appointment, or task	3 7

\* This feature may not be available at your site.

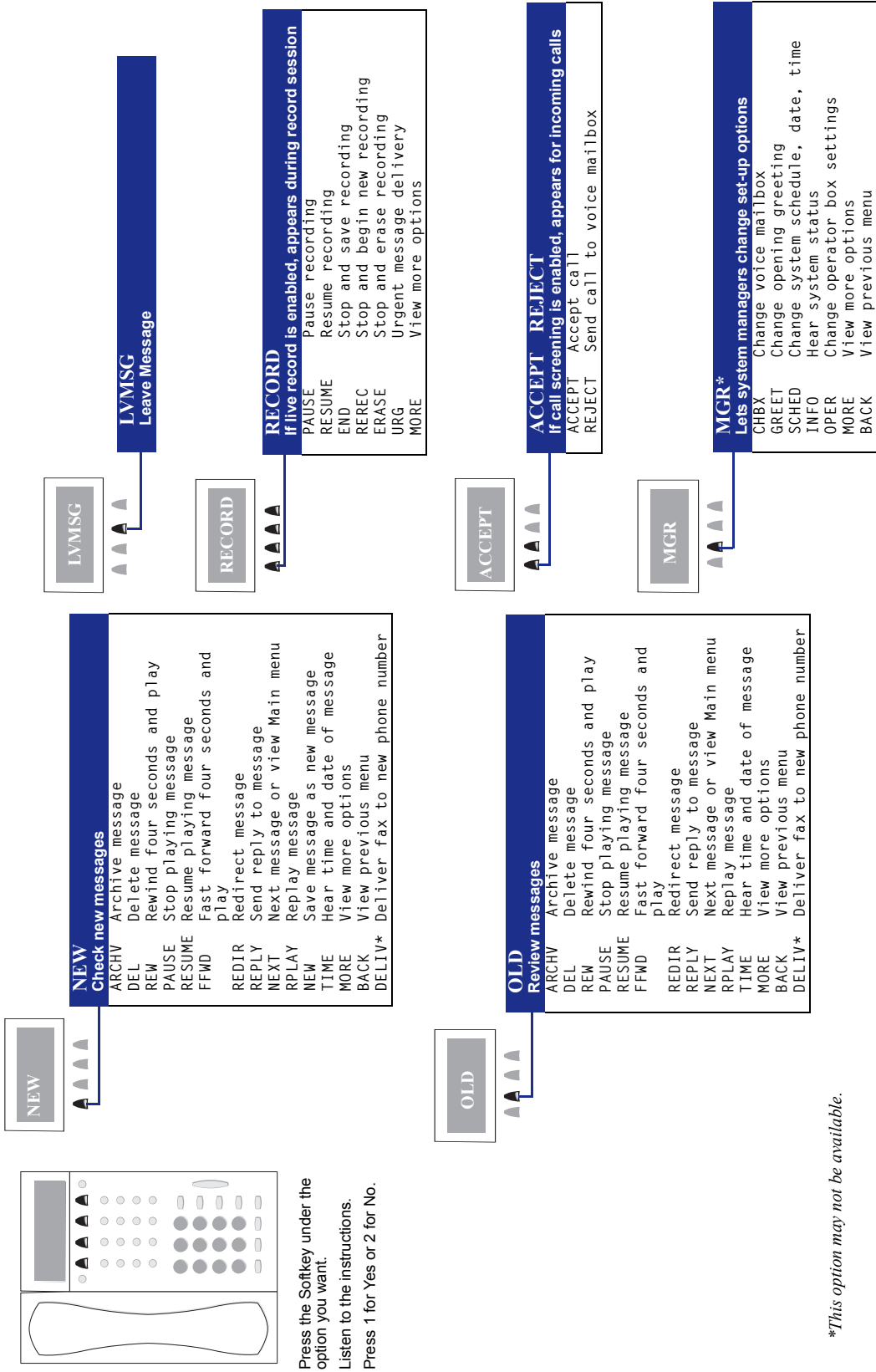
## E-MAIL INTEGRATION PACKAGE \*

Enter your personal ID and security code (if required), then enter the following shortcuts to do these tasks.

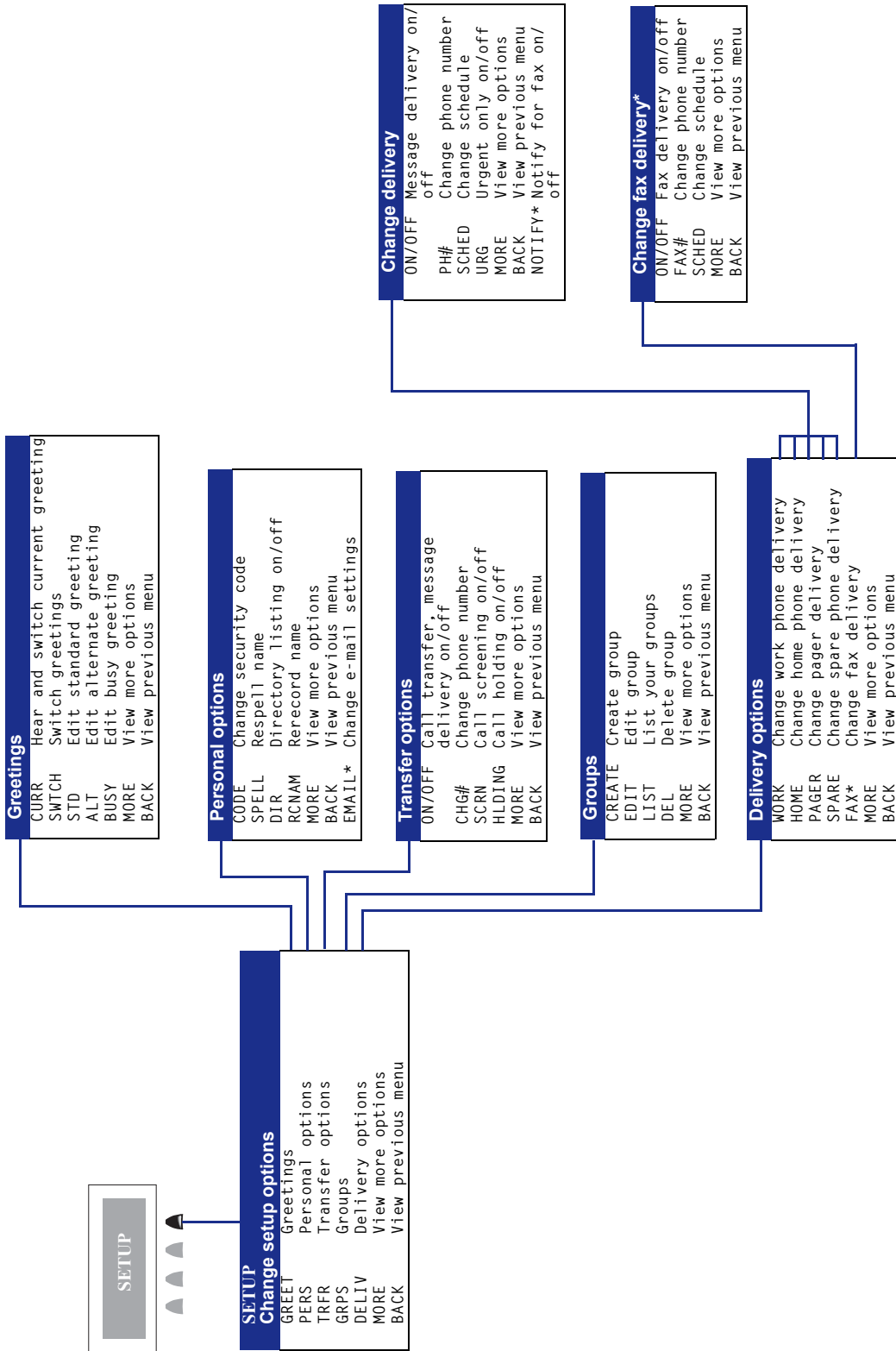
Task	Shortcut
Check new e-mail messages	4 6
Check old e-mail messages	6 6
Turn e-mail totalling on or off	7 7 8 4
Change your e-mail password	7 7 8 5
Check today's calendar or hear new appointments	4 7
Check today's tasks	4 8

\* This feature may not be available at your site.

# Managing Your Voice Messages with Softkeys

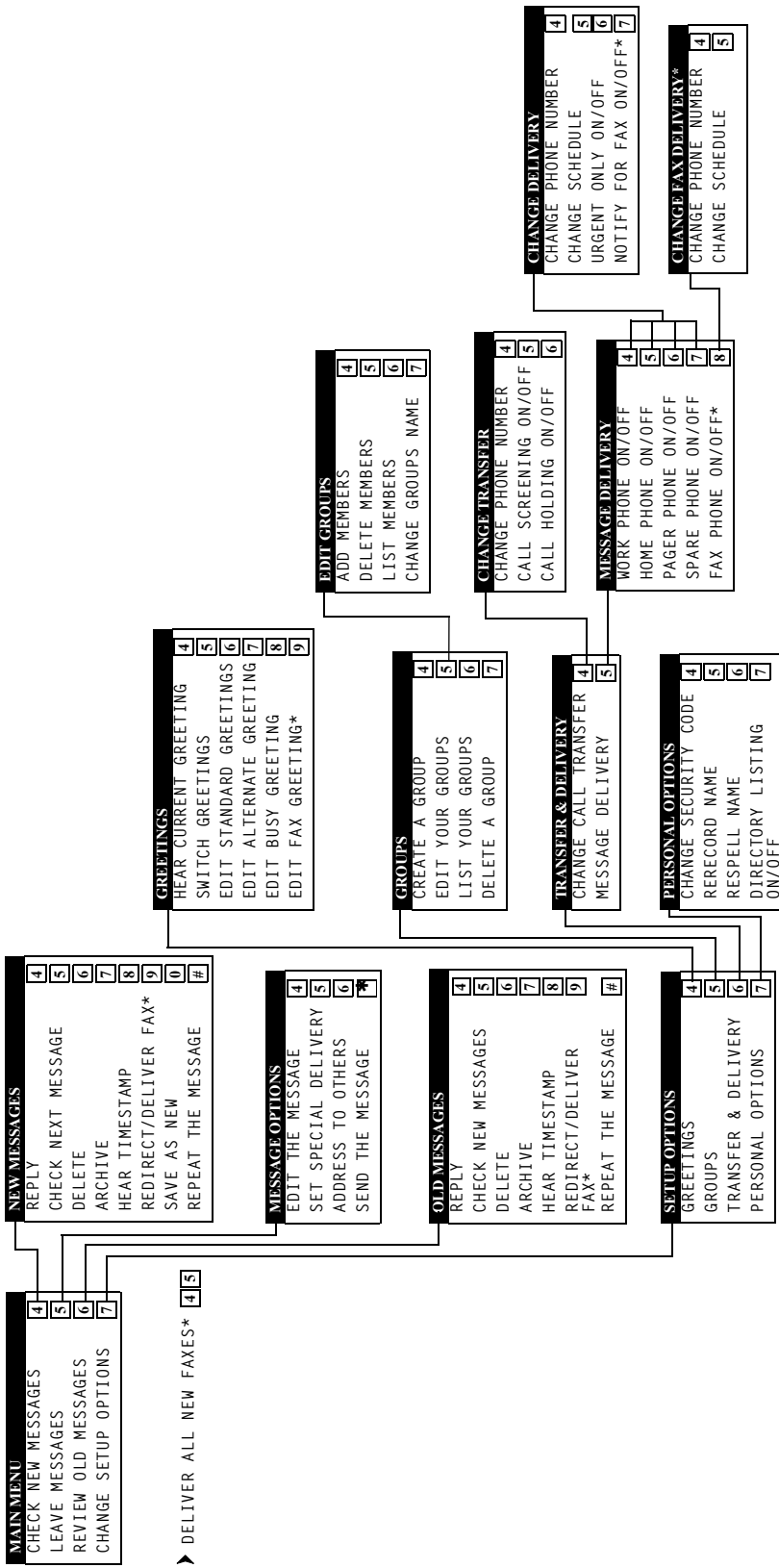


*\*This option may not be available.*



\*This option may not be available.

# System Menus



\* This feature may not be available at your site.

# Notes

# Notes





